



Training Needs Survey FY 2004

success tomorrow begins with what you learn today

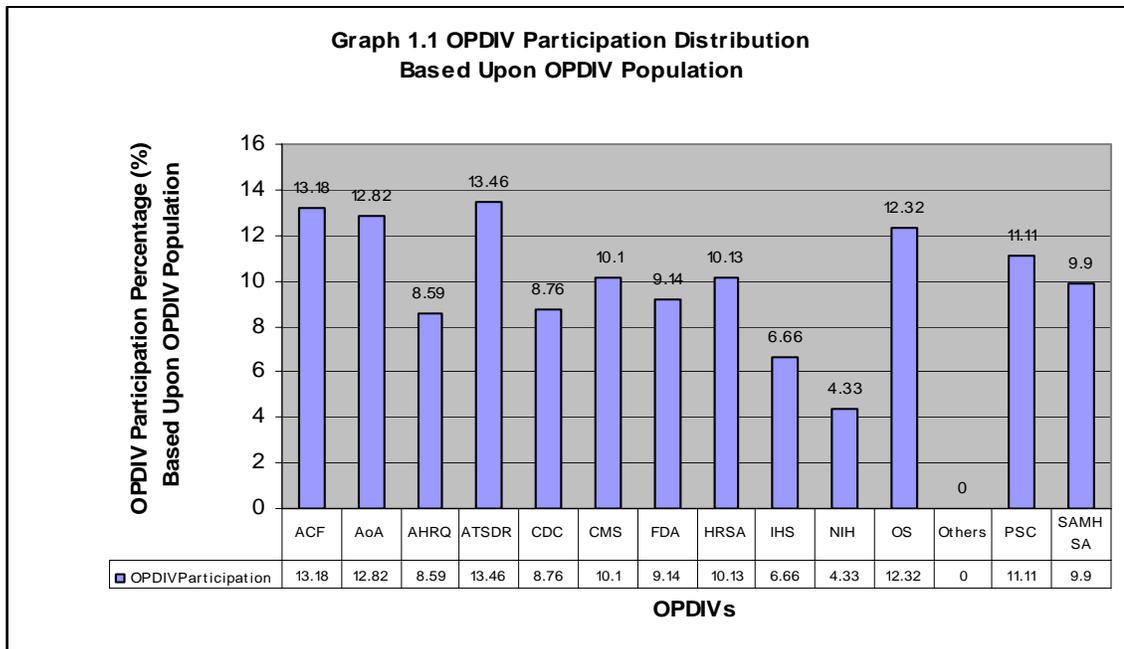
BACKGROUND

The mission of HHS University (HHS U) is to foster a continuous learning environment by providing quality services, competency based learning and career development activities, and innovative training solutions aligned with the Department's strategic goals. HHS U is adding new learning opportunities everyday. We are listening and responding to the needs of employees and managers throughout the Department. As part of this effort, HHS U has conducted a short, anonymous training needs survey to determine the types of classes and programs that our employees need to meet their program and career goals.

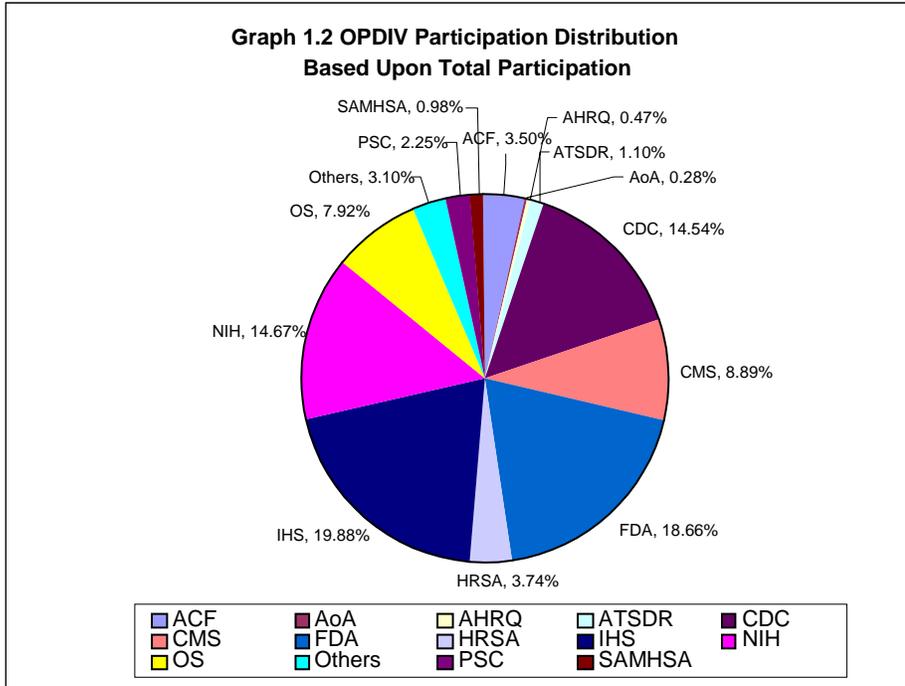
This report presents principal data from an HHS wide perspective. Separate reports summarizing data for each OPDIV and Region have also been completed. Aggregate data such as demographic distribution (including OPDIV, grade, and position), employees' topic and curriculum interests, and training method preferences are documented and summarized in this report.

1. Demographics of Respondents

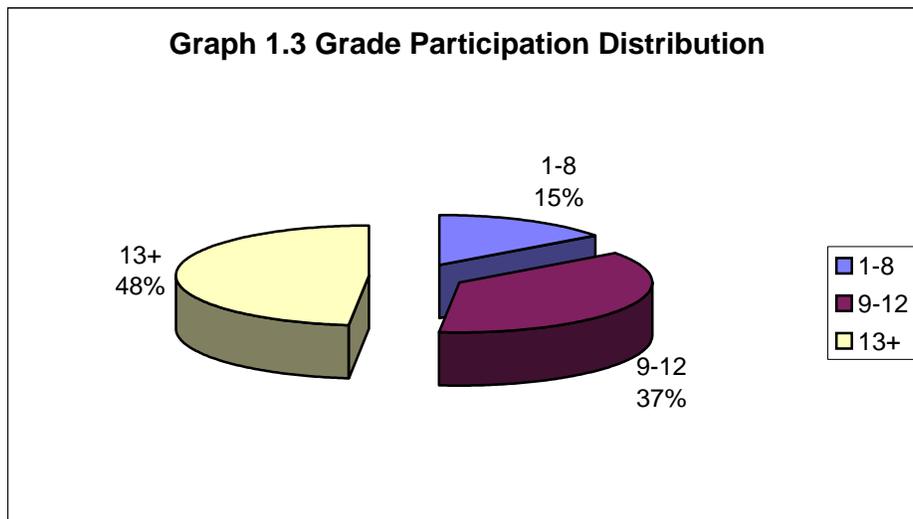
- 5,288 HHS employees responded to the Training Needs Survey. This amounted to 7.88% of the HHS community.
- Among the twelve (12) OPDIVs, the top five (5) participating OPDIVs by percentage of respondents based upon OPDIV population were: ATSDR (13.46%), ACF (13.18%), AoA (12.82%), OS (12.32%), and PSC (11.11%); and their total number of respondents were: ATSDR (58), ACF (185), AoA (15), OS (419), and PSC (119).



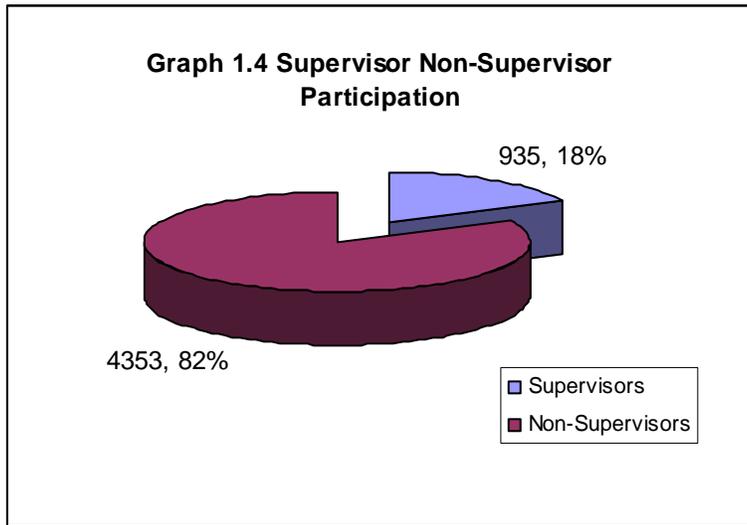
- Among the twelve (12) OPDIVs, the top five (5) participating OPDIVs by percentage/number of respondents based upon total HHS participation (5,288) were: IHS (19.88%, 1,051), FDA (18.66%, 987). NIH (14.67%, 776). CDC (14.54%, 769), and CMS (8.89%, 470).



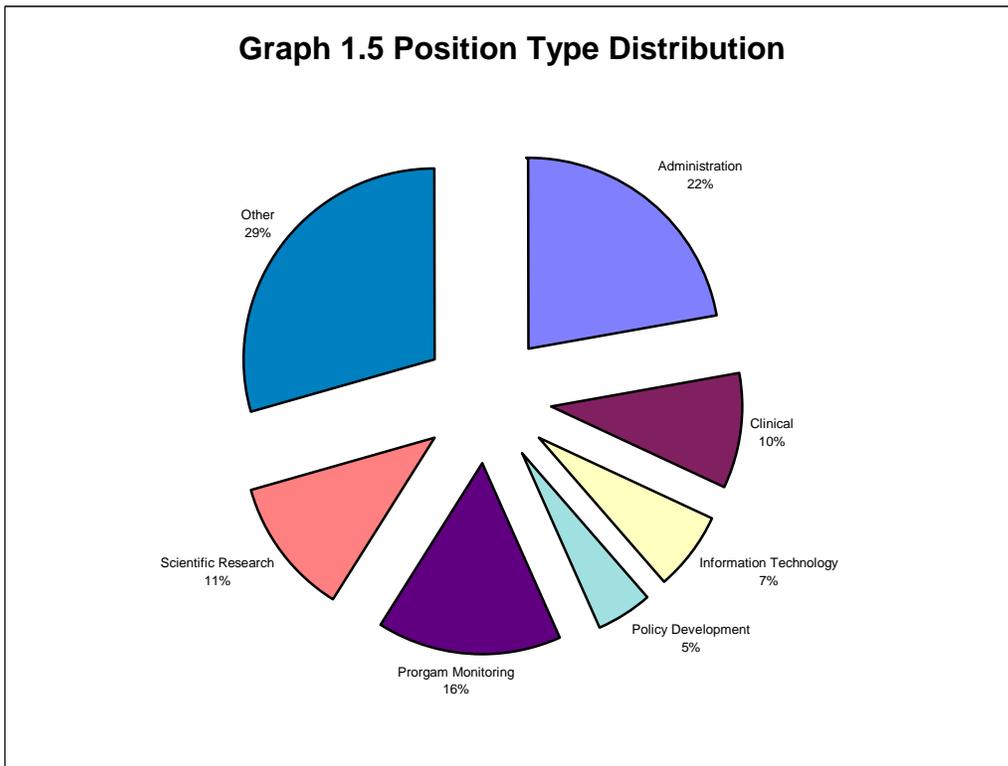
- 2, 554 (48%) of the respondents were GS-13 or above, 1, 946 (37%) of them were GS-9-12, and 788 (15%) of them were GS-1-8.



- Among the 5,288 employee participants, 935 (17.68%) were supervisors and the remaining 4,353 (82.32%) were not supervisors.



- Among all participants, positional representation was the following:



2. Counts by Topics and Average Level of Importance

- The Training Needs Survey listed 80 topics under 9 curriculum areas from which respondents could choose. Each individual from the 5,288 respondents selected at least one topic.
- A count for an individual topic existed when a respondent selected that topic as a topic they needed training in. The highest count for a topic was 1,017 and the lowest count was 1. For purposes of validity, we took the highest clustered range into consideration. The range was between 110 and 1,017. Any count lower than 110 is not included in this report.

The most requested course topic was "Managing Multiple Priorities" under the Professional Development curriculum, with 1,017 respondents representing 19.23% of the total respondents.

Table 2.1: Top 10 Most Requested Courses by Counts

Topics	Counts
Managing Multiple Priorities	1017
Project Management	1014
Strategic Thinking/Planning	937
Excel	905
Team Building	874
Time Management	855
Problem Solving	851
PowerPoint	846
Access	810
Presentation Skills	792

- For each topic selected, respondents were also asked to rate the importance of this topic to their success in their job function and/or career. The four (4) choices of importance were four (4) being "Extremely Important", three (3) being "Very Important", two (2) being "Of Average Important", and one (1) being "Slightly Important". There was a wide range of responses among the topics. Within the 110 to 1,017 count range, the range of average importance was 2.64 to 3.29. Using this criterion, there were a total of 77 topics identified as detailed in Table 2.1 on the next page.

Table 2.2
Top 77 Average Level of Importance and Number of Respondents or Counts by Topics
(Sort by "Average Level of Importance, and then "Number of Respondents or Counts")

Curriculum	Topic	Average Level of Importance	Number of Respondents or Counts
Career Planning and Transition	Retirement Seminars	3.29	416
Career Planning and Transition	Mid-Career Retirement Planning	3.21	448
Management, Supervisory and Leadership	Leading/Managing Change	3.19	792
Management, Supervisory and Leadership	Managing Conflict	3.19	778
Communications Skills	Written Communications	3.19	736
Management, Supervisory and Leadership	Strategic Thinking/Planning	3.18	937
Professional Development	Team Building	3.17	905
Communications Skills	Oral Communications	3.17	772
Career Planning and Transition	Career Development	3.17	732
Career Planning and Transition	Individual/Career Development Plan	3.17	688
Management, Supervisory and Leadership	Advanced Supervision	3.17	575
Administrative Systems	EHRP	3.17	110
Financial and Procurement Management	Budget	3.16	627
Professional Development	Customer Service	3.15	401
Communications Skills	Reading and Comprehension	3.15	267
Human Resource Management	Processing Personnel Action	3.14	176
Human Resource Management	OMB Circular A-76	3.13	149
Management, Supervisory and Leadership	Negotiation Skills for Managers	3.11	541
Career Planning and Transition	Competitive Sourcing	3.11	193
Professional Development	Project Management	3.10	1014
Management, Supervisory and Leadership	Performance Management	3.10	667
Management, Supervisory and Leadership	Effective Workgroup	3.10	590
Administrative and Business Skills	Project Mgmt for Office Professionals	3.10	530
Financial and Procurement Management	Simplified Acquisitions	3.10	339
Human Resource Management	Employee Relations	3.10	247
Professional Development	Managing Multiple	3.09	1017
Professional Development	Time Management	3.09	874
Communications Skills	Listening Skills	3.09	538
Career Planning and Transition	Resume Writing	3.09	286
Human Resource Management	Federal Personnel Procedures	3.09	277
Management, Supervisory and Leadership	Basic Supervision	3.08	768
Communications Skills	Telephone Skills	3.08	165
Professional Development	Problem Solving	3.07	855
Professional Development	Organization Skills for Managers	3.07	641
Computer Applications and Concepts	Word	3.07	504
Financial and Procurement Management	Professional Service Order	3.07	241
Communications Skills	Presentation Skills	3.06	810

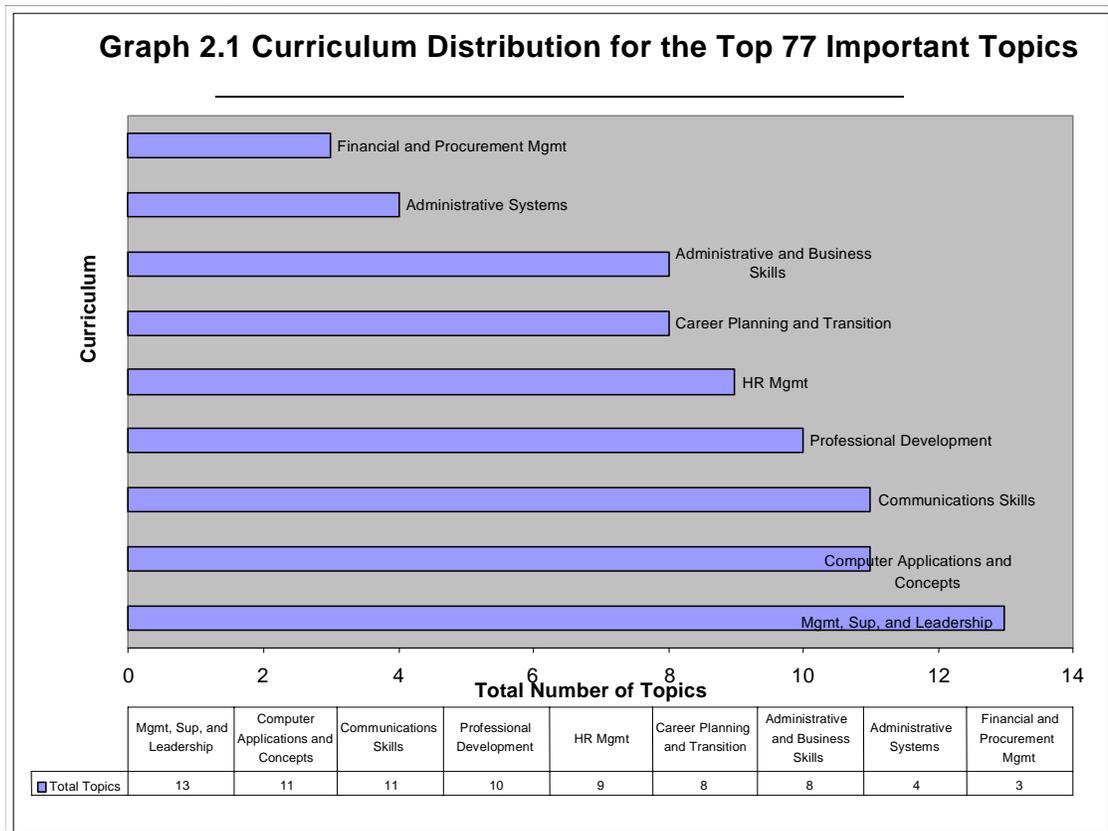
Table 2.2 (continued)
Top 77 Average Level of Importance and Number of Respondents or Counts by Topics
(Sort by "Average Level of Importance, and then "Number of Respondents or Counts")

Curriculum	Topic	Average Level of Importance	Number of Respondents or Counts
Professional Development	Effective Collaborations	3.06	663
Management, Supervisory and Leadership	Meeting Management	3.06	444
Administrative and Business Skills	Multi-tasking	3.06	380
Human Resource Management	Adverse and Performance-based Actions	3.06	273
Human Resource Management	Position Management	3.06	211
Administrative and Business Skills	Organization Skills	3.05	441
Administrative and Business Skills	Office Automation	3.05	226
Human Resource Management	Staffing and Placement	3.05	186
Administrative Systems	Basic Time and Attendance	3.05	120
Communications Skills	Negotiations	3.04	567
Management, Supervisory and Leadership	Emotional Intelligence	3.04	498
Administrative and Business Skills	Office Management	3.04	357
Computer Applications and Concepts	Excel	3.03	931
Management, Supervisory and Leadership	Interviewing Skills	3.03	399
Administrative Systems	Travel	3.03	192
Communications Skills	Memory Development	3.02	617
Computer Applications and Concepts	Project	3.02	383
Computer Applications and Concepts	Outlook	3.01	454
Career Planning and Transition	Transitioning to Employment with a Vendor	3.01	162
Management, Supervisory and Leadership	Coaching Skills	3.00	540
Computer Applications and Concepts	Windows XP	3.00	448
Administrative and Business Skills	Managing Upward	3.00	325
Human Resource Management	Job Analysis and KSA Examining	3.00	215
Professional Development	Mentoring	2.99	607
Career Planning and Transition	Interest, Skills and Aptitude Assessment	2.98	443
Computer Applications and Concepts	Using the Internet	2.98	298
Management, Supervisory and Leadership	Delegation Skills	2.97	618
Administrative and Business Skills	Administrative Officers Seminars	2.96	301
Communications Skills	Editing Skills	2.95	597
Professional Development	Office Politics and Business Etiquette	2.94	652
Communications Skills	Speed Reading	2.94	322
Human Resource Management	Classification	2.94	163
Administrative Systems	Property Management	2.92	128
Computer Applications and Concepts	PowerPoint	2.89	851

Table 2.2 (continued)
Top 77 Average Level of Importance and Number of Respondents or Counts by Topics
(Sort by "Average Level of Importance, and then "Number of Respondents or Counts")

Curriculum	Topic	Average Level of Importance	Number of Respondents or Counts
Computer Applications and Concepts	Access	2.89	846
Computer Applications and Concepts	Adobe Illustrator	2.86	314
Computer Applications and Concepts	Web Page Design	2.85	441
Administrative and Business Skills	Filing Systems	2.85	150
Computer Applications and Concepts	Adobe Photoshop	2.80	383
Communications Skills	Sign Language	2.64	175

- For the top 77 Average Level of Importance, the topic distribution among the curriculum was:
 - Among the 77 topics, the highest number of topics within a curriculum is 13 and the lowest number of topics within a curriculum is 3.
 - The top three curriculums with the highest topic counts were "Management, Supervisory and Leadership", "Computer Applications and Concepts", and "Communications Skills".



- Top 10 most requested courses by grade level.
 - Courses requested from all grade levels were: Excel, Access, Managing Multiple Priorities, and Time Management.
 - Respondents in Grade 9-12 and 12+ shared similar training needs including: Project Management, Team Building, and Strategic Thinking/Planning.

Table 2.3: Top 10 Most Requested Courses by Grade Levels

Topic Ranking	1-8	9-12	12+
1	Excel	Project Management	Strategic Thinking/Planning
2	PowerPoint	Managing Multiple Priorities	Project Management
3	Oral Communications	Excel	Managing Multiple Priorities
4	Access	Team Building	Leading/Managing Change
5	Career Development	Time Management	Team Building
6	Managing Multiple Priorities	PowerPoint	Managing Conflict
7	Individual/Career Development Plan	Problem Solving	Excel
8	Time Management	Access	Time Management
9	Written Communications	Presentation Skills	Problem Solving
10	Presentation Skills	Strategic Thinking/Planning	Access

- Top 10 Topics by Supervisory/Non-Supervisory

Table 2.4: Top 10 Most Requested Courses by Supervisory/Non-Supervisory Category

Topic Ranking	Supervisory	Non-Supervisory
1	Advanced Supervision	Project Management
2	Leading/Managing Change	Managing Multiple Priorities
3	Strategic Thinking/Planning	Excel
4	Performance Management	PowerPoint
5	Managing Conflict	Time Management
6	Team Building	Problem Solving
7	Managing Multiple Priorities	Access
8	Organization Skills for Managers	Team Building
9	Project Management	Strategic Thinking/Planning
10	Negotiation Skills for Managers	Presentation Skills

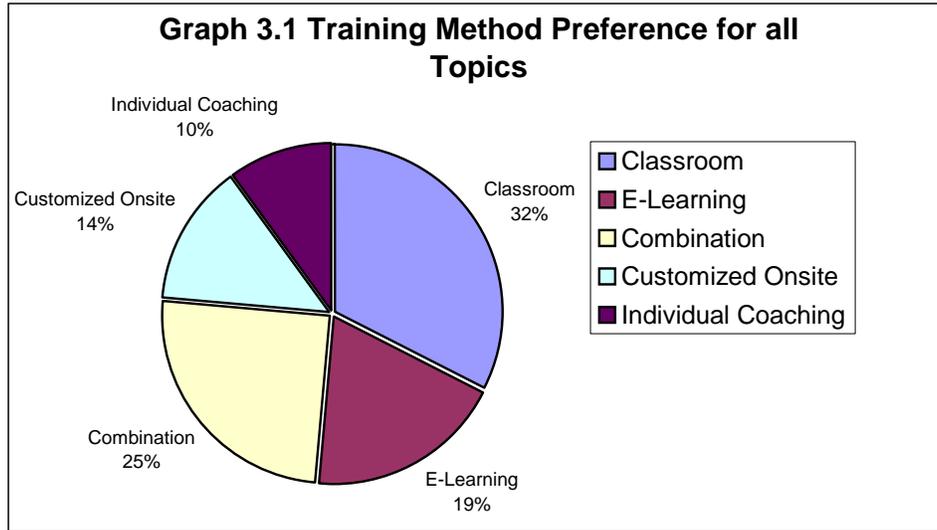
- Top 10 Topics by Positions
 - With the exception of "Policy Development/Oversight" position type, all position types indicated the same five topics as being among most important although the ranking of those five topics across the position types varied. The top five topics were: Managing Multiple Priorities, Project Management, Excel, Strategic Thinking/Planning, and Team Building.

Table 2.5: Top 10 Topics by Positions (Italics indicates topics needed across all position categories with the exception of Policy Development/Oversight Position Type.)

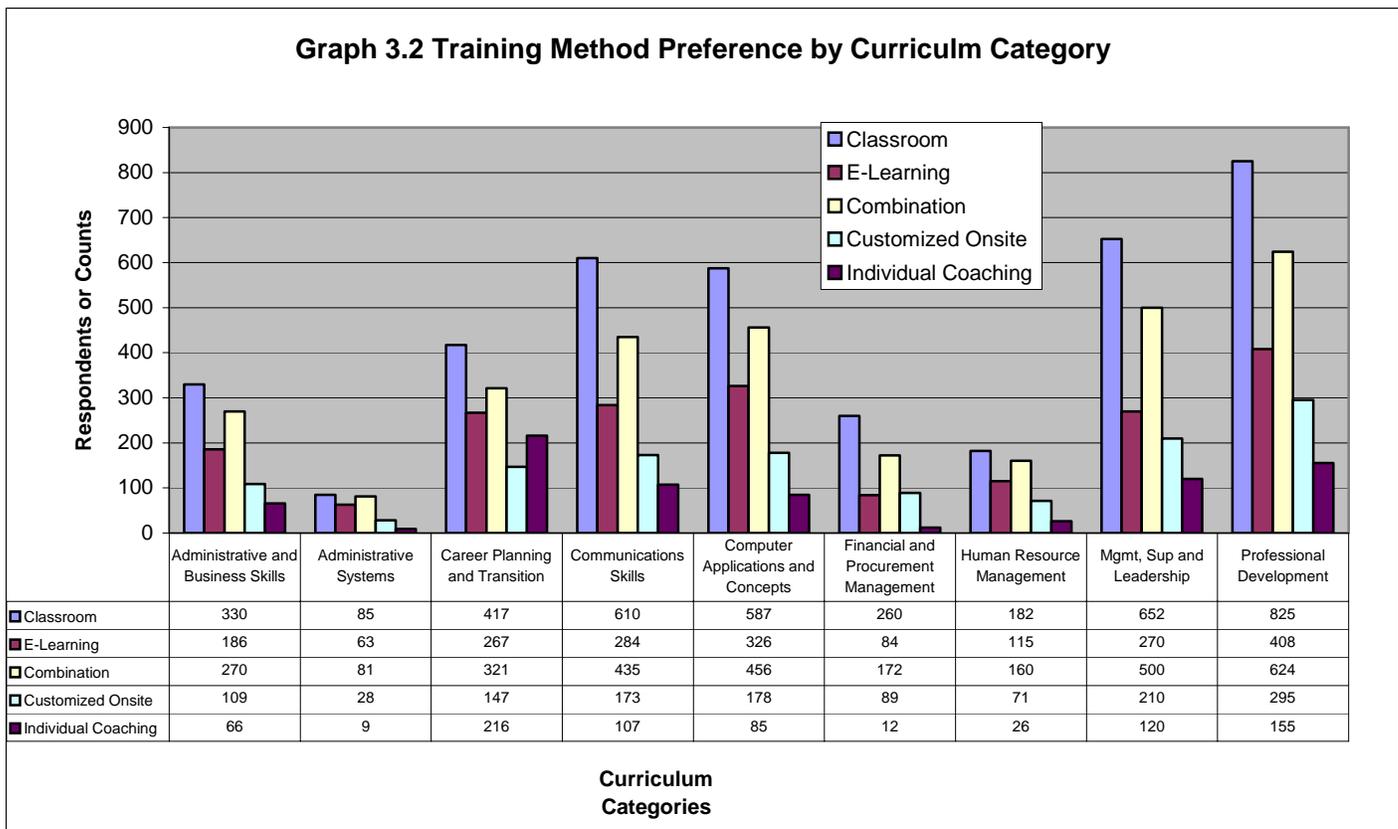
Topic Ranking	Administrative Position	Clinical Position	Info Tech Position	Policy Dev/Oversight Position	Program Monitoring/Oversight Position	Scientific Research Position
1	<i>Excel</i>	<i>Excel</i>	<i>Project Management</i>	Adobe Photoshop	<i>Project Management</i>	PowerPoint
2	<i>Managing Multiple Priorities</i>	PowerPoint	<i>Access</i>	Classification	<i>Managing Multiple Priorities</i>	<i>Excel</i>
3	<i>Strategic Thinking or Planning</i>	<i>Team Building</i>	<i>Managing Multiple Priorities</i>	<i>Access</i>	<i>Strategic Thinking/Planning</i>	<i>Access</i>
4	<i>Project Management</i>	Time Management	Time Management	Coaching Skills	<i>Team Building</i>	<i>Managing Multiple Priorities</i>
5	Project Management for Office Professionals	<i>Managing Multiple Priorities</i>	<i>Excel</i>	Budget	Leading or Managing Change	<i>Team Building</i>
6	Time Management	<i>Strategic Thinking or Planning</i>	Web Page Design	Editing Skills	Problem Solving	Time Management
7	<i>Team Building</i>	Problem Solving	Windows XP	Career Development	Time Management	<i>Strategic Thinking or Planning</i>
8	PowerPoint	Other	Problem Solving	Effective Collaborations	Presentation Skills	<i>Project Management</i>
9	Budget	<i>Project Management</i>	<i>Strategic Thinking/Planning</i>	English as a Second Language	<i>Excel</i>	Career Development
10	Problem Solving	Managing Conflict	<i>Team Building</i>	Adobe Illustrator	Managing Conflict	Managing Conflict

3. Training Method Preference for All HHS Employees

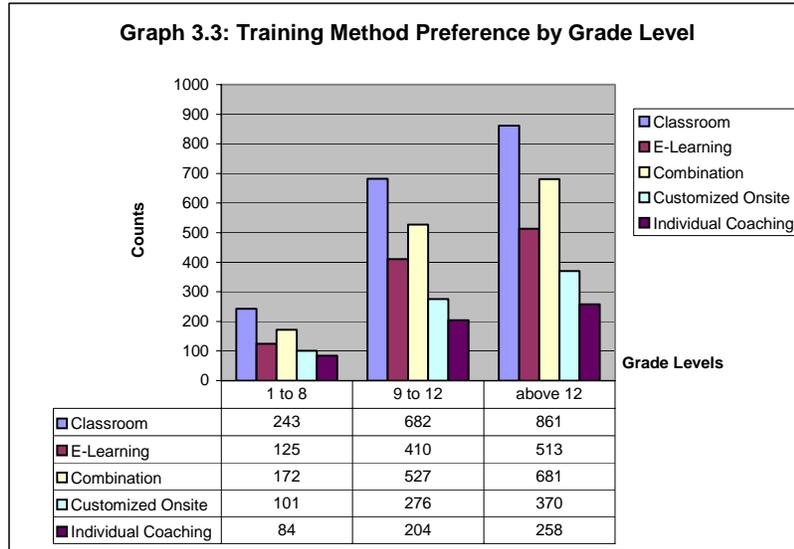
- For each topic selected, respondents were also asked to select their preferred training method for that topic. Employee's preferences were distributed as follows:



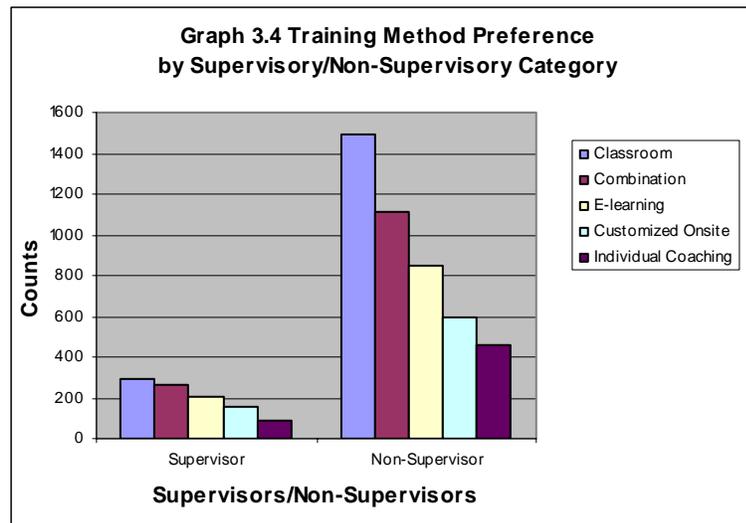
- Training Method Preference by Curriculum Category:
Graph 3.2: Training Method Preference by Curriculum Category



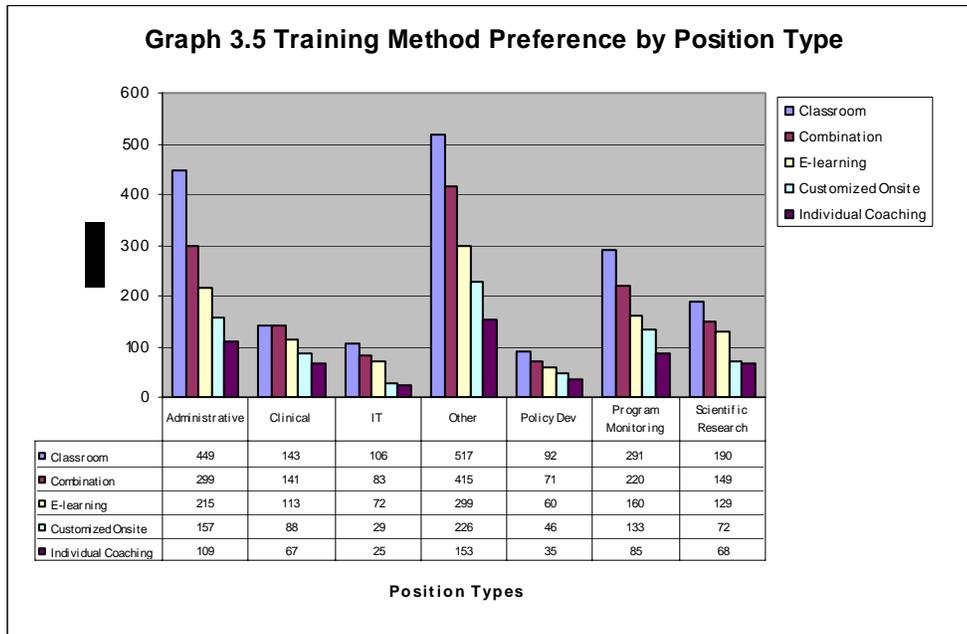
■ Training Method Preference by Grade Level:



■ Training Method Preference by Supervisor/Non-Supervisor:

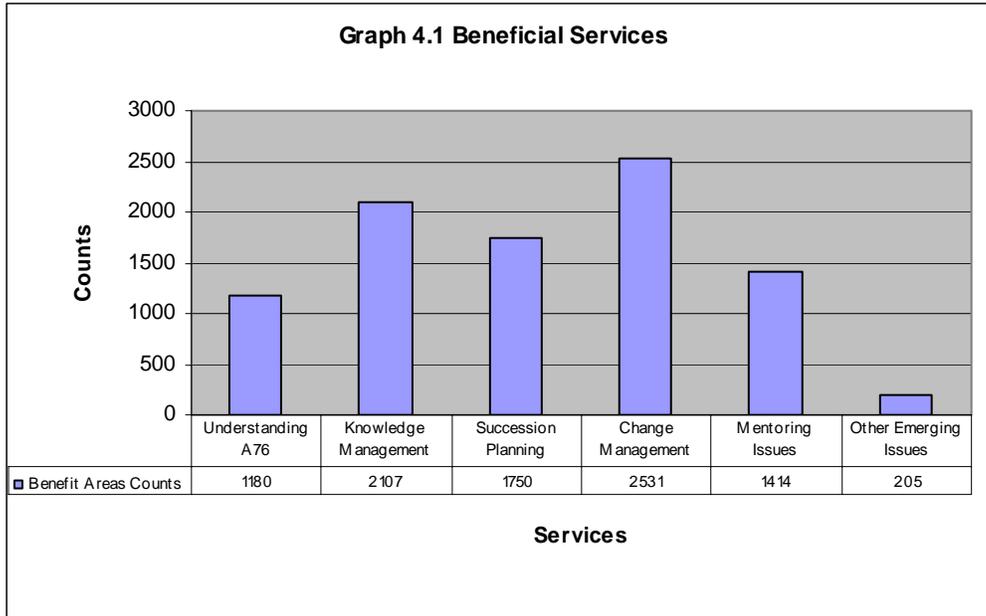


■ Training Method Preference by Position Type:



4. Other Services

Participants were asked if they would benefit from HHS U providing certain services. Their responses were:



Participants were also asked if they would like to learn more about certain emerging issues. Their responses were:

